

EXHIBIT G

9/16

Alden State Bank

Sue Aldinger Investigation

Cherie Nebelhaer

- issues for a long time; not going to dwell

W/ Bank 32 yrs; branch manager here 12 yrs - Cherie

↳ Nov 1982

- Sue has been here since Nov 1973

30 yrs ago - C & S went to seminar in Syracuse

- on the way home

- S gave C a pad; I want you to read this

what some of the employees have said about you C

- am I rude

- do I do any worse

- upset - did not really say anything to her

- ask a few people - "is, not what I said"

"taken out of context"

- recently - couple of yrs ago - head teller demoted (Rose)

- met w/ employees to ask - what happened?

- S said Rose w/ be demoted and Melissa would be

new teller

- S took Rose in a room by herself

A004734

- With personnel matters, S often kept C out of it; does not include her - do not know what S said to Rose

- problems with Rose going forward. Did not agree with demotion

- Rose should not be here - C told S

- C's response was to tell Melissa to call EAP - EAP suggested not a good working relationship

- asked several times to remove Rose, put her at the other branch

- S was not open to that - did nothing about the situation

- months and months of conflict w/ Rose, written up, spoken to her

- took a long time, Rose settled down somewhat

- Rose said she was to be retrained

- Rose also prof

- problem - did not do anything to resolve issue b/w Rose and Melissa, made it difficult for everyone, but nothing was done about that - got relief from her supervisor

- Issues above C's authority - S will pull employee separately

- C never knows what is going on

Mike Melissa

- last Thursday - issue not relief and heard teller, scheduling

- S took Mike aside, spoke to him alone

- all together, discussion of schedule - S supports Mike

- S advised of 2 new employees - Emily and Katelyn

She said
and Emily is ^{pregnant} made a point of it
- not sure how long she will
be here or when she is
going to go out

- S told employees, ^{former employee} Debbie Zimmerman, that she had diabetes

↑
employee was in
charge of scheduling

- Customer - kid (Nate)

* made a comment about going out and a lap dance -
sexual
comment

- First employees just blew it off

- one employee implied that the comment was sexual
harassment

by other
employees
→ Mr. Kishin the
Harmon

→ complaint to S
tells on line

- S came over and pulled each employee in one by one,
gave them the harassment policy, implied that they ^{were} accused
of harassment

- seemed to be going on the complaint without conducting
any investigation

- Katelyn was taking more notes of what was going
on, telling's conversations inappropriate

-Gue came back following week - jobs could be on the line
 - didn't they learn anything

from the prior sexual harassment talk

-accusations about hearing both sides

-employees felt uncomfortable
 -uninvited; didn't do anything
 -cannot control what the customer said.

-not fully investigated
 -not really looked into that much

-Gue was aggressive, threatening

-reasons that they have tried to address w/ Sue

-on limited staff on Saturday, need help

-explained need to Sue

-Gue - "you (K) and Cherie will just have to work more Saturdays"

-Gue said she would talk to Dick over a yr ago - never heard anything back

-Gue has told E not to go to Dick - "I am your supervisor. Report to me 1st"

implies cannot go home, S

-G came over and told staff could not wear jeans b/c Dick - no

in Spectator, and jeans - Dick did not go behind the teller line

-Dick never said anything - Kate asked Dick and he never said anything

-Doe said XYZ, not really Dick

-2009 review - everything S wrote was horrible

-C sent rebuttal to S and Dick

-talked to Dick - I do not think she knows what I do, she undermines me, not getting a fair review
/ -he said he would look into it, never heard anything

C thinks her reviews are based on S
asking employees for feedback

-blizzard this winter - B/C lives far away

-did not come to work - called S - "Why isn't your doctoring placed?"

"you should make an effort to get to work"

C does not think
her training was
sufficient

S told Karen

she had to

come to work

even though there

was a driving ban

blc Karen lives

close

-hired Nicole, daughter, to work here

-promoted her to positions not posted, the only position posted was

the last promotion (policy - all positions should be posted)

- overall - not included in one-on-one discussions w/ employees, even when issue is an issue that C or Karen go to S for guidance.

- former employee - shorted a customer

- knew she shorted customer

- put \$50 in purse, balanced, went to customer and gave her the \$

- C found out b/c customer said "that was so nice"

- Marianne, employee, why did you do that?

- called S, I want the employee to leave

- C felt this was a terminable offense, S did not agree - send M home and let her think about it, S will talk to her

- M put her ankle, M decided to resign

- S decided to have a retirement party for M - employees knew what had happened - sent a bad message via misstatement - "we can do what we want"

- S mishandles personnel matters

- C is undermined

- S says Doc said XYZ - not true

- cell phone issues - "write up employees" but nothing will come of that

- no consequences for employees violating cell phone policy

- does not want to implement cell phone policy b/c hurts someone's

difficult

AS04739

-Moral issues when things are not handled the way they should be

-daughter, constant cell phone use

-I just feel I have no recourse

-Threatened, jealous

-no discrimination Assessment

9/16/14

Kate Koebel

- Compliance and training specialist - April 2014 - report to Hilde - head of HR
 - Mortgage originator - at Allen 7 yrs.

- Kellina - Nicole's best friend

(2) Tina Newer - "Never say anything bad about Kellina"
 - said

Jeanne Ray - underwriter inside

- Robin - Mortgage officer

(3) Debbie S. (not here, retired)

- someone at Lancaster - 7 yrs ago

- Vitor - bank paid medical bills

- Ice - Megan Bippert

- winter 2013 or 2014

(4) - General complaint

- "hostile environment" - not discriminates

(5) Survive.

(6) IBS - pamphlet, scheduled doctor's appointment.

- no accommodation in place.

- "You just have an upset stomach" - ongoing comments, the last few yrs.

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⑦ Nicole is not coming in today

⑧ not going to do that, what is my main goal today, for me?

⑨ Tracy - head of CSRs - last summer - anxiety
Gud talks last summer

I guess she is not again.

Whatever I get nervous too.

→ we told ~~her~~ ^{her} about other employees
medical positive.

⑩ - Spring (March/April) 2014
→ spoke to Steve

⑪ - Jessie Jernie (mom)
- he was changing schedules

⑫ - Tina Gaudie - Tina's fire would have the discipline
2012 or 2013

⑬ 2012

Gore - "why are you asking?"

she has a customer

you don't just interrupt?"

⑭ HMDA - home mortgage disclosure act - Dec 2013 - Jan 2014 - January 1996
- Hide told her to send email and talk to Julie

(15) July
August 2014

(16) - branding of several accounts

- Jessa - marketing officer

do not get along

Employee 2 - Melissa

(17) issues w/ Rose

(18) Melissa missed promotion b/c vacation; Nicole did not

Employee 3 - Joelle Manly (Manager)

(19)

Employee 4 - Janice Hildebrand

(20) - G told her not all positions are posted

Employee 5 - Julie Osathan (receptionist)

(21) complained to Kate, Robin, Hilde

- G told Robin that Nicole has too much to do to hire managers

(22) has Julie made a complaint? just to co-worker

(23) cell phone

Employee 6 - Emily Kelbl

- sister-in-law

(24) - at interview - did not want to be public - sue possible preparing to be public

(25) Matt worked as a screener - Sue told Chene

- Dawn is prof operator - for 2, not 5 or 6

(26) "the book"

- on teller line, name ~~not~~ goes north

(27) - trainer had - for 2 picks

- Sue picked hammer

Employee 7 - Matthew Kelbl

- Jack's daughter - Katelyn cousin

(28)

(29) what did Sue say

Employee 8 - Robin

(30) S calls other officers when they are home size to check up

(31) per legal

(32)

Employee 9 - Dawn

(33) - (35)

Employee 10 - Jesse

issue on CSRs outside bank work

- always been hostile, has gotten worse especially since Nicole has been working for working well

- She is breathing heavy med; flipping out
- physically afraid - physically intimidating
- mad without even knowing the issue

On 4/26/2014 Nelissa Lubatowski

Teller
Head/Teller/Prod Operator, November 14 years

Lancaster

X 2/6

-2 years ago-

That was for new position in bank (located at main office in Alden)

is a line, had to decline

and in line position Kathy Cannella [NOT NICOLE?]

Supervisor for position Rick Smith, asked her to switch position
someone couldn't do it.

Spoke w/ Rick and needed someone at that time

Doesn't remember receiving call from Sup. interaction w/ Sup.
concerning position

Doesn't feel it was done unfairly.

Alot of people involved in this "am always have things go way you want"

Worrying how her name got involved "My story isn't going to make a difference," doesn't know why
at this time calling her. All issues in past

Don't want to share these stories

Investigation at the time of issues, would have been helped
if this had happened but now under bridge

She is her manager

Doesn't have any conflicts
w/ her at
this time

Doesn't want to get involved; manager was aware at the time

things were happening, if investigation happened
at that point would have been helped

NO concerns have recently. Deals 1-on-1 w/ Sup
everything has been fine recently.

10/3/2014 Pay Joelle Manley 10:30 - 10:33

Told she was going to paid and Sue said she wouldn't,

looked into it, she got paid.

Issue resolved, no other issues.

10/3 10:36 Robin Mayer

out of office until Mon.

10/3 Janice Left 1/11

10/3 Jesse Jerge 10min

Middle management - loan operations mgr

In Aiden

oversee 3 people

office

also banking manager

14 1/2 years @ bank

- Spoke w/ board member concerning this (incident w/ Sue)

concerns were not HR related but from
Management/operations side

Hilde

Issue he brought attention to board - Management issue
conduct that wasn't ^{becoming} behavior of Senior mgmt.

people now managing were people he was co-workers w/
HR manager has not done or said enough to help transition
↳ Discussing bank promotions ^{early July} last Aug?

Initial conversation ← Sue said she disagreed w/his approach

Jesse told sup. • said all the customer service folks don't like you.

Steve Woodard → didn't bother him a lot at time

about promotions

discussions, conversation w/Sue followed

some communication breakdown

would expect Sue to do fact finding before accusing him of
doing things incorrectly

Jesse made decision as to who was eligible for promotion.

Sue came to Jesse and said way he had done it was incorrect

Jesse's frustration is no questioning as to why along w/hedid
things a certain way.

This was only

Verbal incident of this kind

Management doesn't always get - but no other spec. issues.

story re: Sue

Only shared b/c someone suggested he shared it.

1/3 Janice Hildebrand

customer service division / customer svc rep

Lancaster branch

Been @ bank 14 years

Nothing about CSR has posted in years

people currently

4/1 on platform, ones already there

~~nothing~~

up for No CSR position available

job postings gone up & down, no concerns about the

way they're advertised

she looks at them, would apply if she saw one of interest

- She not always contact person for positions

- Didn't seem to have any info concerning the
re: positions etc

10/3 Dawn
8:45

Dawn called - will call 8:45 10/4

10/3 4:22 Robin left v/m

10/4 8:45 Dawn

working @ Bank Feb 2000
Alain Lancaster
teller → head teller → Main branch (Alain) @ 8 years
(Lancaster)

bring paper, process subpoenas,
process medical
runs updates

Her job is to process info/subpoenas → Heather Zuglii
Employee is useless - saying she is sick a lot - noticed discrepancies that bank could get fined for (this employee trained D ~ March 2006)

not properly responding to subpoenas where blame not enough to blame told on acct employees
had a romantic relationship w/ supervisor
thinks employee doesn't do things correctly b/c boy.

Debbie
teller w/ MS, let her be a teller, constant mistakes,
employees

↳ Debbie didn't have ability to do job, still left on teller line
↳ D had to deal w/ transactions done incorrectly
↳ Sue said

- Debbie told Sue that D was sabotaging

Sue seemed to believe D's innocence but D almost wanted incident to be made worse
Sue said "we know you wouldn't do that so not going to pursue it"

For awhile had Dawn pick up Debbie's work + take them to collect on Sue. Made D feel like on probation

A lot ^{at bank} there that is issue

[I mentioned sue] ~~but~~ "she is not the worst", she's playing game
President of bank, Airtel, w/ tellers, tellers w. if get promoted
+ VP are brothers

Position will arise, job will never get posted

Or job goes up + will be filled

↳ Had convo w/ Sue w/ Hilde who said go to Sue

↳ Hilde great

↳ ~~never~~ went to sue die

↳ Don't want to make waves

Bank
Only hires friends/relatives

10/9 12:27 Robin Wayer

work in mortgage department/mortgage officers

20 years

Alden branch

oversee 1 person

Worries w/
a lot of
women
tend to
vent/make
complaints

- Don't have any complaints/concerns or problems w/ HR or mgmt

- Any complaints she's heard have been venting, she knows

who to go to if the complaints get beyond ordinary venting.

she would refer people to Mark Riman if don't want to go in house w/ complaints

10/15 Julie Osucha 5:25pm

no v/m left (could not confirm answering machine was here)

10/15 Emily Koebel

v/m not set up

10/17 Emily Koebel

- As of recently no problems

- Doesn't know what changed

- Doesn't really communicate w/ Sue and more

Pulled E into office

Book where you can write name down if want to leave early

S said E didn't appreciate job.

S closed door said that E thinks she can do
whatever she wants b/c Pres. daughter-in-law

E felt singled out,

Had nothing to do w/ working

E started working

- Book used by everyone on teller line, if you
want to leave early b/c overstaffed

At bank Aug 1

this year

Idlen branch

Teller

- S accused E of having name in book 4x

• E never left early, never name out if leave
early or speak to head teller

- S said she was on line

Really haven't been problems since then

S left ^{for awhile} has been

E told Dch she wouldn't be talked to like that, she followed
her in

E did not want to be alone w/ S in room

S accused everyone feels the same way
made E uncomfortable

Sister-in-law Kare said ⑤ should write letter

⑤ thinks things are better now

Ever Believes S comments were out of line

⑤ still scared of S - she's a scary person

10/22 Julie O.

10/23 Julie O.

reached v/m no msg left.

A004754

July 20, 2015

• Termination

- w/ severance package

• Agenda

• agreement

• some additional response

Agreement:

- 6 months - \$50K

- health insurance - w/ COBRA →

- retirement

- confidentiality

14
8
130

MEMORANDUM FROM

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ATTORNEYS * LLP

ATTORNEY CLIENT PRIVILEGE —

Confidential Investigation

TO: Hilde Neubauer
Board of Directors
Complaint File

FROM: Elizabeth D. Carlson, Esq.
Amanda S. DiSanto, Esq.

RE: Investigation Report (S. Aldinger)

DATE: October 22, 2014

Statement of Allegations

In or about August 2014, Kate Koelbl ("Koelbl") approached Mark Rieman, Chairman of the Audit Committee of Alden State Bank, with concerns about Alden State Bank's Branch Administration/Human Resources Manager, Sue Aldinger ("Aldinger"). In connection with her concerns, Koelbl provided a written list of alleged issues she personally experienced with Aldinger, as well as issues allegedly experienced by other bank employees. A copy of Koelbl's allegations are attached as EXHIBIT A. These issues included allegations of favoritism, issues pertaining to employees' requests for sick days and/or time off, and allegations that Aldinger behaved unprofessionally on several occasions (including informing employees that they were disliked by others who worked at the Bank). Koelbl was interviewed on September 16, 2014, during which she further explained her allegations and identified the employees listed in her written list of allegations. The Bank also received a written complaint from Emily Koelbl ("Emily"), dated August 29, 2014 concerning Emily's interactions with Aldinger. A copy of Emily's written complaint is attached as EXHIBIT B. Among the allegations in Emily's written complaint was a statement that Aldinger "asked [Emily] about her pregnancy and how it would affect [her] ability to work."

Applicable Policies

Alden State Bank Code of Ethics for Senior Officers and Directors
Alden State Bank Employee Handbook

Interviews

- September 16, 2014 – Kate Koelbl – Compliance and Training Specialist
- September 16, 2014 – Cherie M. Uebelhoer – Corporate Secretary/ Branch Manager – Lancaster Office
- September 26, 2014 – Melissa Kwiatowski – Head Teller
- October 3, 2014 – Joelle Manfey – Teller
- October 3, 2014 – Jesse Jerge – Loan Operations Manager/Banking Manager
- October 3, 2014 – Janice Hidebrand – Customer Services Representative
- October 9, 2014 – Dawn Schimweg – Head Teller
- October 9, 2014 – Robin Mayer – Mortgage Officer
- October 17, 2014 – Emily Koelbl – Teller

Summary of Interviews

Several employees of the bank noted that they experienced discrete issues with Aldinger in the past, but that recently, there have not been any issues. Past issues included Aldinger allegedly informing employees that they were disliked by other Bank employees, and/ or insinuating that employees were behaving inappropriately and that their jobs were at risk. Aldinger also questioned Emily Koelbl about her ability to work and her commitment to her job due to her pregnancy and because she is the Bank President's daughter-in-law. Out of the employees who submitted formal or informal complaints about Aldinger, two noted that they only shared these concerns at the suggestion of others. Notwithstanding that there do not appear to be current outstanding issues between Aldinger and specific employees, Aldinger was described by several employees as "intimidating" or "scary." Along those lines, employees expressed that Aldinger does not necessary respect their roles at the Bank.

There were also employees who expressed reluctance to disclose issues between employees and management (either because they did not want to "make waves" or because they felt that issues at the Bank were taken out of proportion), and others who indicated that the issues were not limited to Aldinger, but were more systematic. Other employees indicated that they did not have any concerns or complaints pertaining to Aldinger or management in general.

The more systematic concerns that were highlighted by bank employees included a sense that issues at the bank were not investigated, and that management did not address issues at the Bank when they arose. Such issues included management's reluctance to investigate teller errors, including errors that could result in Bank being subject to compliance fines. Specifically, one individual commented that subpoena requests are not always properly processed or responded to correctly.

There is also a sense among some individuals at the Bank that the Bank only hires and/or promotes friends and relatives of management. Some of the individuals interviewed indicated

that tellers will get promoted based on their friendships, or relationships with senior management. It appears that job opportunities are not posted consistently or regularly.

Conclusion

There is insufficient evidence to substantiate a claim of harassment or discrimination. For employees, a finding of discrimination must be based upon a protected classification as defined by federal law. Federal and State anti-discrimination laws (as well as the Bank's anti-discrimination policy) protect employees against employment discrimination/harassment when it involves unfair treatment because of race, color, religion, sex, sexual orientation, national origin, age, disability, FMLA leave, workers compensation, military service, pregnancy, and genetic information. These laws protect against harassment by managers, coworkers, or others in your workplace, based upon these protected characteristics. Aldinger's statements to Kate Koelbl about some of her use of sick time and her statements to Emily Koelbl about her pregnancy are the only statements that even arguably could related to membership in a protected classification (arguably disability and pregnancy, respectively). However, Kate did not assert any adverse employment action because of her medical condition or use of sick leave, and Emily did not allege that she receive different treatment because she was pregnant. Accordingly, Aldinger's actions do not rise to the level of being unlawful discrimination/harassment and would likely not result in any liability for the Bank.

Certainly, there appears to be some tension between management and employees at the Bank, which includes, but is not limited to, issues with Aldinger's management style and demeanor. This tension may not create the ideal workplace for all employees, but it does not require any remedial action by the Bank to remedy unlawful discrimination/harassment. Nonetheless, based on the investigation, this report contains certain recommendations that may be worthwhile for effective operations and workplace harmony.

Recommendations

- Require Aldinger to attend human resources/sensitivity refresher training.
- Consider anti-discrimination/harassment training for all employees, including all management staff.
- Assure all employees who participated in this investigation that they are protected against retaliation for the making of their complaints and/or participation in this investigation. Immediately investigate any allegations of retaliation.
- Ensure that there is a clear established procedure for filling open positions at the Bank and for granting promotions. Especially if there has been an effort to do so in the past (successfully or not), consider posting all jobs and circulate openings to Bank staff who may be eligible for the new position/promotion. However, whatever the procedure, ensure that it is adhered to in a consistent manner.

- Ensure that there is a clear procedure for reporting absences/illnesses to work, and for the Bank's program that allows tellers to leave work early if the Bank is overstaffed. Evaluate whether the current program for early-out offers operational efficiency and functions in a manner that will most likely be perceived by employees as fair and consistent for all tellers.
- Ensure that there is clarity about the organizational hierarchy at the Bank – i.e. clarify who reports to whom, and to whom each employee should address questions, concerns, or requests.

If you have any questions about the content of this report or the investigatory steps taken, please contact us immediately to discuss. Thank you.

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